

Lean Six Sigma Project Charter

Project Information

Project Name	Enforcement Response Improvement
Department/Agency	Dept. of Toxic Substances Control/CalEPA
GB/BB Candidate	Abdalin Asinas
Champion	Denise Tsuji
Process Owner	Denise Tsuji
MBB Coach	Chris Carlson
Executive Sponsor	Elise Rothschild

Project Overview

Problem Statement	The average time to complete civil and administrative enforcement actions for cases with calculated penalties of less than \$30K is 419 days. This creates a high level of dissatisfaction with the communities affected by violator and difficulty in workload planning.	
Objective	To reduce the time to complete enforcement actions for cases with calculated penalties of less than \$30K so that 90% of all actions undertaken are completed within 180 days.	
Scope	1. Project Scope (IS):	All points within the DTSC enforcement process for cases with penalties of less than \$30K including case development to settlement.
	2. Out of project scope (IS NOT):	Any activity outside of the enforcement process.
Process Stakeholders	Inspectors, supervisors, attorneys, managers, and permit writers.	

Metrics

	description	estimated baseline	goal
Primary Metric	<i>Enforcement case response time</i>	<i>419 days</i>	<i>90% within 180 days</i>
Secondary Metrics	<i>Well documented inspection reports and penalty matrixes.</i>		
Project Benefits	<i>The affected community will have better confidence DTSC is monitoring the regulated community. DTSC staff will better able to manage and predict workload on an annual basis.</i>		

Project Team

<u>Team Member</u>	<u>Role Within the Organization</u>
So. Cal. Inspector	Maria Durand, SES (Spec)
Nor. Cal. Inspector	Brennan Ko-Madden, ES
Legal	Chris Cho, Attorney III
ES supervisor	Alfredo Rios, SES (Sup)
Permit writer	Sam Coe, ES (extended member)

Project Schedule

Project Charter Tollgate	<i>2/24/2016</i>
Measure Phase Tollgate	<i>4/5/2016</i>
Analyze Phase Tollgate	<i>5/10/2016</i>
Improve Phase Tollgate	<i>6/13/2016</i>
Final Report-Out and Certification	<i>7/27/2016</i>

Signoffs

role	name	date	signoff
GB/BB Candidate			<input type="checkbox"/>
Champion			<input type="checkbox"/>
Process Owner			<input type="checkbox"/>

MBB Coach			<input type="checkbox"/>
Executive Sponsor			<input type="checkbox"/>